# Enhancing the Quality of Care Through Professional Supervision

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#### Professional supervision -

Why?

What?

How?

Who?

When?

Where?

### Why is professional supervision needed? What is the benefit?

#### For the patient and family

Access to professional expertise:

Assessment

Care plan

Information

Holistic care, including pain and symptom management

Optimal referral

#### For the community caregiver:

- Clearly defined role
- Access to professional expertise/backup
- Support and guidance
- Increased learning opportunities
- Enhanced Competence
- Good record keeping and report writing skills
- Satisfaction in providing quality care

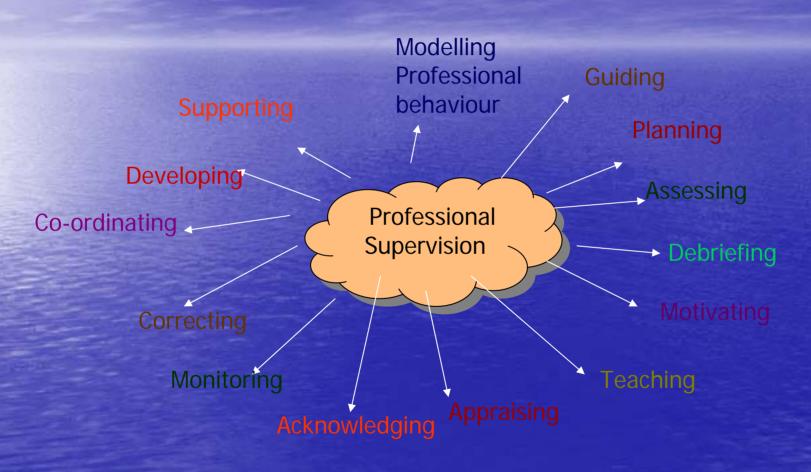
#### For the professional:

- Increased confidence in care provided to patients and families
- Categorizing patients according to need
- Prioritising the use of resources
- Extending professional coverage
- Identifying training needs for the patients, families and community caregivers
- Maintenance of accurate patient records
- Satisfaction in contributing to the development of community caregivers

#### For the organization:

- Cost effective programme management optimal use of resources
- Staff satisfaction and retention
- Accurate record keeping and data collection
- Increased credibility
- Enhanced reputation locally, nationally and internationally

### What does professional supervision of community caregivers involve?



### How do professionals supervise community caregivers?

- Meet with community caregivers to discuss patient needs
- Compile patient care plan
- Allocate duties according to competence and experience
- Monitor care being given
- Review and adjust plan
- Check patient records
- Identify learning needs
- Provide teaching and support

### Who can provide professional supervision to community caregivers?

- Professional nurse
  - Social worker

### When do professionals provide supervision?

- When the patient is referred to the programme
- · When compiling the care plan
- When accompanying the community caregiver on patient visits (at least once a week)
- When reviewing the care plans
- When teaching
- When debriefing
- When reviewing caregiver performance

### Where can professional supervision take place?

- On the way to the patient's home
- In the patient's home
- · In the classroom
- · At the office
- · Under a tree .... Anywhere!

#### Challenges to providing professional supervision

- Equipping professionals with the skills to supervise
- Many professionals find it difficult to correct community caregivers e.g. with regard to professional conduct, provision of care, record keeping
- Many nurses find it difficult to adjust to a management role and prefer "hands-on" care
- Providing professionals with the support they need

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